

Client Support Services Manager

The Augusta, GA Information Technology Department is seeking an individual to manage, plan, organize, and supervise the activities of the Client Support Services staff. Job responsibilities include directing, establishing, planning and implementing the standardization, deployment, maintenance, support and upgrades of hardware, software, licensing, desktop operating systems, printers and other related peripheral equipment. Responsibilities also include the managing of the technology training program for the city employees, procurement of city hardware and oversight of the Information Technology Department's Help Desk. The position requires considerable knowledge of technology concepts, hardware configurations/specifications, budgeting, troubleshooting, and project management in an enterprise environment. Exemplary customer service skills are a must. Knowledge of Microsoft products, inventory concepts, and work order processing are also desired. Requires a BA/BS degree in a related field, 5+ years in similar position or sufficient experience to perform principal duties and responsibilities, with a minimum of two (2) years of job related supervisory experience.

Submit your résumé to the Human Resources Department, 530 Greene Street, Room 601, Augusta, Georgia, 30911, Fax (706) 821-2867. Salary \$58,023 annually. **Deadline: November 7, 2005**